

# **FORWARD**

The guidelines in this plan are designed to help guard against the possibility of a bomb or incendiary attack on buildings for which you are responsible, and how, in the event of an attack, to minimize the risk to life and property.

Past experience has shown that the bomber can be totally indiscriminate in his attack and, therefore, no company can afford to be complacent. The level of security is something, which the company must decide on its own, dependent upon your particular risks and current political climate at the time.

- ◆ Expert advice concerning your needs can be addressed by the Phoenix Police Bomb Squad. For advice and counsel, they may be contacted through “Crime Stop, 262-6151, or the South Resource Bureau at 495-5003.
- ◆ Security measures are initially inconvenient but soon become part of your everyday routine, and are offset by the increased safety for your employees and customers.
- ◆ The contents of this guideline has many sources. Special thanks must go to the F.B.I., the A.T.F., as well as several private security departments. What we believe to be the best of each has been included in this information.

## **BOMB THREAT PLAN**

The enclosed material is intended to assist organizations, schools, businesses, etc., in designing their individual bomb threat response plan that would be appropriate for each need and situation.

Experience has shown that a defined plan is of primary importance from the safety aspect as well as to keep financial loss to a minimum.

Due to the magnitude of bomb threats reported to the Bomb Detail of the Phoenix Police Department, it would not be feasible for their personnel to respond on all calls. For this reason, as well as the fact that people who are familiar with the area to be searched should search the threatened locations, the Police Department has adopted the following procedures.

- ◆ When a bomb threat is received, a call should be placed to Emergency 9-1-1 requesting assistance.
- ◆ The closest police patrol unit will be dispatched to the location of the threat.
- ◆ Upon arrival, the police officer will assist in any possible manner and immediately notify Police Communications if an explosive device or a suspicious object is located.
- ◆ Police Communications will contact the Bomb Detail so their personnel can be dispatched to the scene and assume disposition of the suspected device.
- ◆ Follow-up investigation of the reported bomb threat will be handled by the Bomb Detail after the first responding police patrol unit makes the original report, if no suspicious objects have been found.

Enclosed is an existing bomb threat plan for one of Phoenix's major business concerns. This plan is one of the most complete to be found in this area and might well be modified for the individual needs of other organizations.

It is hoped that the enclosed information will assist you in formulating a plan before the need for one occurs.

## **BOMBS**

Bombs can be constructed to look like almost anything and can be placed or delivered in any number of ways.

The only common denominator that exists among bombs is that they are designed and intended to explode.

Most bombs are homemade and are limited in their design only by the imagination of, and resources available to, the bomber. Remember, when searching for a bomb, suspect anything that looks unusual. Let the trained bomb technician determine what is or is not a bomb.

## **BOMB THREATS**

Bomb threats are delivered in a variety of ways. While a majority of threats are called in to the target, location, occasionally these calls are also through a third party. Sometimes a threat is communicated in writing or by a recording.

Three logical explanations for reporting a bomb threat are:

- ◆ The caller has definite knowledge or believes that an explosive or incendiary bomb has been or will be placed and wants to minimize personal injury or property damage. The caller may be the person who placed the device or someone who has become aware of such information.
- ◆ The caller wants to create an atmosphere of anxiety and panic which will, in turn, result in the disruption of the normal activities at the facility where the device is purportedly placed.
- ◆ The caller wants to cause the maximum personnel casualties. He anticipates that evacuation will take place, and that most will evacuate to the parking lot, where a car or truck bomb could be waiting. Keep in mind that open areas such as schoolyards, empty lots and open fields are best.

Whatever reason for the report, there will certainly be a reaction to it. Through proper planning, the wide variety of potentially uncontrollable reactions can be greatly reduced.

## **WHY PREPARE**

If you accept the three aforementioned explanations for reporting that a bomb is about to go off, you can better prepare to foil the bomber or threat maker.

Through proper preparation, you can reduce the accessibility of your business or building and identify those areas that can be “hardened” against the potential bomber. This will limit the amount of time lost to searching, if you determine a search is necessary. If a bomb incident occurs, proper planning will instill confidence in the leadership, reinforce the notion that those in charge do care, and reduce the potential for personal injury and property loss.

Proper planning can also reduce the threat of panic, the most contagious of all human emotions. Panic is sudden, excessive, unreasoning, and infectious terror. Once a state of panic has been reached, the potential for injury and property damage is greatly increased. In the context of a bomb threat, panic is the ultimate achievement of the caller.

Be prepared! There is no excuse for not taking every step necessary to meet the threat.

## **HOW TO PREPARE**

In preparing to cope with a bomb incident, it is necessary to develop two separate but interdependent plans; namely a physical security plan and a bomb incident plan.

Physical security provides for the protection of property, personnel, facilities, and material against unauthorized entry, trespass, damage, sabotage, or other illegal or criminal acts. The physical security plan deals with prevention and control of access to the building. In most instances, some form of physical security may be already in existence, although not necessarily intended to prevent a bomb attack.

The bomb incident plan provided detailed procedures to be implemented when a bombing attack is executed or threatened. In planning for the bomb incident, a definite chain of command or line of authority must be established. Only by using established procedures can the bomb incident be handled with the least risk to all concerned. A clearly defined line of authority will instill confidence and avoid panic.

Establishing a chain of command is easy if there is a simple office, structure, one business, or one building. However, if a complex situation exists, a multi-occupant building for example, a representative from each occupant entity should attend the planning conference. A leader should be appointed and a clear line of succession delineated. This chain of command should be printed and circulated to all concern parties.

In planning, you should designate a command center to be located in the switchboard room or other focal point of telephone or radio communications. The management personnel assigned to operate the center should have the authority to decide whatever action should be taken during the threat. Only those in assigned duties should be permitted in the center. Make some provision for alternates in the event someone is absent when a threat is received. Obtain an updated blueprint or floor plan of your building and maintain it in the command center.

Training is essential to deal properly with a bomb threat incident. Instruct all personnel, especially those at the telephone switchboard, what to do if a bomb threat is received. Be absolutely certain that all personnel assigned to the command center are aware of their duties. The positive aspects of planning will be lost if the leadership is not apparent. It is also very important to organize and train an evacuation unit which will be responsive to the command center and has a clear understanding of the importance of its role.

We have suggested that the command center be located near the switchboard or focal point of communications. It is critical that lines of communication be established between the command center and the search or evacuation teams. The center must have the flexibility to keep up with the search team progress. In a large facility, if the teams go beyond the limits of the communications network, the command center must have the mobility to maintain contact with the search or evacuation effort.

## **SECURITY AGAINST BOMB INCIDENTS**

We mentioned earlier that in dealing with bomb incidents or potential bomb incidents, two interrelated plans must be developed; the bomb incident plan and the physical security plan. Heretofore, we have primarily addressed the bomb incident plan. Now, before continuing with that plan, we will discuss security measures as they apply to "hardening" against the bomb attack.

Most commercial structures and individual residences already have some security in place, planned, or unplanned, realized or not. Locks on windows and doors, outside lights, etc., are all designed and installed to contribute toward the security of a facility and the protection of its occupants.

There is no single security plan that is adaptable to all situations. The following recommendations are offered because they may contribute to reducing your vulnerability to bomb attacks.

The exterior configuration of a building or facility is very important. Unfortunately, in most instances, the architect has given little or no consideration to security, particularly toward thwarting or discouraging a bomb attack. However, by the addition of fencing and lighting, and by controlling access, the vulnerability of a facility to a bomb attack can be reduced significantly.

Bombs being delivered by car or left in a car are a grave reality. Parking should be restricted, if possible, to 300 feet from your building or any building in a complex. If restricted parking is not feasible, properly identified employee vehicles should be parked closest to your facility and visitor vehicles parked at a distance.

Heavy shrubs and vines should be kept close to the ground to reduce their potential to conceal criminals or bombs. Window boxes and planters are perfect receptacles for the bomber. Unless there is an absolute requirement for such ornamentation, window boxes and planters are better removed. If they must remain, a security patrol should be employed to check them regularly.

A highly visible security patrol can be a significant deterrent. Even if this "patrol" is only one security guard/night guard, it is optimally utilized outside the building. If an interior guard is utilized, consider the installation of closed-circuit television cameras that cover exterior building perimeters.

Have an adequate burglar alarm system installed by a reputable company that can service and properly maintain the equipment. Post signs indicating that such a system is in place. Entrance/exit doors with hinges and hinge pins on the inside to prevent removal should be installed. Solid-core or sheet metal-faced doors provide extra integrity that a hollow-core wooden door cannot provide. A steel doorframe that properly fits the door is as important as the construction of the door. The ideal security situation is a building with no windows. However, bars, grates, heavy mesh screens, or steel shutters over the windows offer good protection from otherwise unwanted entry. It is important that the openings in the protective coverings are not too large. Otherwise, a bomb may be introduced into the building while the bomber remains outside. Floor vents, transoms, and skylights should also be covered. Please note that fire safety considerations preclude the use of certain window coverings. Municipal ordinances should be researched and safety considered before any of these renovations are undertaken.

Controls should be established for positively identifying personnel who are authorized access to critical areas and for denying access to unauthorized personnel. These controls should extend to the inspection of all packages and materials being taken into critical areas. Security and maintenance personnel should be alert for people who act in a suspicious manner, as well as objects, items, or parcels which look out of place or suspicious. Surveillance should be established to include all potential hiding places (e.g., stairwells, rest rooms, and any vacant office space) for unwanted individuals.

Doors or access ways to such areas as boiler rooms, mail rooms, computer areas, switchboards, and elevator control rooms should remain locked when not in use. It is important to establish a procedure for the accountability of keys. If keys cannot be accounted for, locks should be changed.

Good housekeeping is also vital. Trash or dumpster areas should remain free of debris. A bomb or device can easily be concealed in the trash. Combustible materials should be properly disposed of, or protected if further use is anticipated.

Install detection devices at all entrances and closed-circuit television monitors in those areas previously identified as likely places where a bomb may be placed. This, coupled with the posting of signs indicating such measures are in place, is a good deterrent.

The threatened use of explosives necessitates that in the interest of safety and security, some inconvenience may have to be imposed on visitors to public buildings. The public is becoming more accustomed to routine security checks and will readily accept these minor inconveniences.

Perhaps entrances and exits can be modified with a minimal expenditure to channel all visitors through someone at a reception desk. Individuals entering the building would be required to sign a register indicating the name and room number of the person whom they wish to visit. Employees at these reception desks could contact the person to be visited and advise them that a visitor, by name, is in the lobby. The person to be visited may decide to come to the lobby to ascertain that the purpose of the visit is valid. A system for signing out when the individual departs should be integrated into this procedure.

Such a procedure may result in complaints from the public. If the reception desk personnel explain to the visitor that these procedures were implemented for their safety, the complaints could be reduced. The placement of a sign at the reception desk informing visitors of the need for safety is another option.

## **RESPONDING TO BOMB THREATS**

Instruct all personnel, especially those at the telephone switchboard, what to do if a bomb threat call is received.

It is always desirable that more than one person listen in on the call whenever possible. To do this, a covert signaling system should be implemented, perhaps by using a coded buzzer signal to a second reception point.

A calm response to the bomb threat called could result in obtaining additional information. This is especially true if the caller wishes to avoid injuries or deaths. If told that the building is occupied or cannot be evacuated in time, the bomber may be willing to give more specific information on the bombs location, components, or method of initiation.

The bomb threat caller is the best source of information about the bomb. When a bomb threat is called in:

- ◆ Keep the caller on the line as long as possible. Ask them to repeat the message. Record every word spoken by the person.
- ◆ If the caller does not indicate the location of the bomb or the time of the possible detonation, ask for this information.
- ◆ You do not need to give information, you need to learn information. Ask questions like: What will make the bomb explode? What kind of explosive? Why is it there?
- ◆ Pay particular attention to background noises, such as motors running, music playing, and any other noise which may give a clue to the location of the caller.
- ◆ Listen closely to the voice (male, female), voice quality (calm, excited), accents, and speech impediments. Immediately report the threat after the caller hangs up, to the person designated by management to receive such information.
- ◆ Report the information immediately to the police department.

- ◆ Remain available, as law enforcement personnel will want to interview you.
- ◆ Have officers stay at command post. When a written threat is received, save all materials including any envelope or container. Once the message is recognized as a bomb threat, further unnecessary handling should be avoided. Every possible effort must be made to retain evidence such as fingerprints, handwriting, or typewriting, paper, and postal marks. These will prove essential in tracing the threat and identifying the writer.

While written messages are usually associated with generalized threats and extortion attempts, a written warning of a specific device may occasionally be received. It should never be ignored.

## **DECISION TIME**

The most serious of all decisions to be made by management in the event of a bomb threat is whether to evacuate the building. In many cases, this decision may have already been made during the development of the bomb incident plan. Management may institute a carte blanche policy that, in the event of a bomb threat, total evacuation will be effected immediately. This decision circumvents the calculated risk and demonstrates a deep concern for the safety of personnel in the building. However, such a decision can result in costly loss of time.

Essentially, there are three alternatives when faced with a bomb threat:

- ◆ Ignore the threat
- ◆ Evacuate immediately
- ◆ Search and evacuate, if warranted

Ignoring the threat completely can result in some problems. While a statistical argument can be made that very few bomb threats are real, it cannot be overlooked that bombs have been located in connection with threats. If employees learn that bomb threats have been received and ignored, it could result in moral problems and have a long-term adverse effect on your business. Also there is the possibility that if the bomb threat caller feels that they are being ignored, they may go beyond the threat and actually plant a bomb.

Evacuating immediately on every bomb threat is an alternative that on face value appears to be the preferred approach. However, the negative factors inherent in this approach must be considered. The obvious result of immediate evacuation is the disruptive effect on your business. If the bomb threat caller knows that your policy is to evacuate each time a call is made, they can continually call and force your business to a standstill. An employee, knowing that the policy is to evacuate immediately, may make a threat in order to get out of work. A student may use a bomb threat to avoid a class or miss a test. Also a bomber wishing to cause personal injuries could place a bomb near an exit normally used to evacuate and then call in the threat.

Initiating a search after the threat is received and evacuating a building after a suspicious package or device is found is the third, and perhaps most desired, approach. It is certainly not as disruptive as an immediate evacuation and will satisfy the requirement to do something when a threat is received. If a device is found, the evacuation can be accomplished expeditiously while at the same time avoiding the potential danger areas of the bomb.

## **EVACUATION**

An evacuation unit consisting of management personnel should be organized and trained. The organization and training of this unit should be coordinated with the development of the bomb incident plan.

The evacuation unit should be trained in how to evacuate the building during a bomb threat. You should consider priority of evacuation, e.g., evacuation by floor levels above and below the danger area in order to remove those persons from danger as quickly as possible. Training in this type of evacuation is usually available from police, fire, or other organizations within the community.

You may also train the evacuation unit in search techniques, or you may prefer to have a separate search unit. Volunteer personnel should be solicited for this function. Assignment of search wardens, team leaders, etc., can be employed. To be proficient in searching the building, search personnel must be thoroughly familiar with all hallways, rest rooms, false ceiling areas, and every location in the building where an explosive or incendiary device may be concealed. When police officers or firefighters arrive at the building, the contents and the floor plan will be unfamiliar to them if they have not previously reconnoitered the facility. Thus, it is extremely important that the evacuation or search unit be thoroughly trained and familiar with the floor plan of the building and immediate outside areas. When a room or particular area is searched, it should be marked or sealed with a piece of tape and reported to the supervisor of that area. The evacuation or search unit should be trained only evacuation and search techniques and not in the techniques of neutralizing, removing, or otherwise having contact with the device. If a device is located, it should NOT be disturbed. However, its location should be well marked and a route back to the device noted.

## **SEARCH TEAMS**

It is advisable to use more than one individual to search any area or room, no matter how small. Searches can be conducted by supervisory personnel, area occupants, or trained explosive search teams. There are advantages and disadvantages to each method of staffing the search teams.

Using supervisory personnel to search is a rapid approach and causes little disturbance. There will be little loss of employee working time, but a morale problem may develop if it is discovered that a bomb threat has been received and workers were left unaware. Using a supervisor to search will usually not be as thorough because of his/her unfamiliarity with many areas and his/her desire to get on with business.

Using area occupants to search their own areas is the best method for a rapid search. The occupant's concern for their own safety will contribute toward a more thorough search. Furthermore, the personnel conducting the search are familiar with what does or does not belong in a particular area. Using occupants to search will result in a shorter loss of work time than if all were evacuated prior to search by trained teams. Using the occupants to search can have a positive effect on morale, given a good training program to develop confidence. Of course, this would require the training of an entire work force, and ideally the performance of several practical training exercises.

The search conducted by a trained team may be the best for safety and morale, though it does take the most time. Using a trained team will result in a significant loss of production time. It is a slow operation that requires comprehensive training and practice.

The decision as to who should conduct searches lies with management, and should be considered and incorporated into the bomb incident plan.

## **SEARCH TECHNIQUE**

The following room search technique is based on the use of a two-person searching team. There are many minor variations possible in searching a room. The following contains only the basic techniques.

- ◆ When the two-person team enters the room to be searched, they should first move to various parts of the room and stand quietly with their eyes closed and listen for a clockwork device. Frequently a clockwork mechanism can be quickly detected without the use of special equipment. Even if no clockwork mechanism is detected, the team is now aware of the background noise level within the room itself.
- ◆ Background noise or transferred sound is always disturbing during a building search. If a ticking sound is heard, but cannot be located, one might become unnerved. The ticking sound may come from an unbalanced air-conditioner fan several floors away or from a dripping sink down the hall. Sound will transfer through air conditioning ducts, along water pipes, and through walls. One of the most difficult buildings to search is one that has steam or hot water heat. This type of building will constantly thump, crack, chatter, and tick due to the movement of the steam or hot water through the pipes and the expansion and contraction of the pipes. Background noise may also include outside traffic sounds, rain, and wind.
- ◆ The individual in charge of the room searching team should look around the room and determine how the room is to be divided for searching and to what height the first searching sweep should extend. The first searching sweep will cover all items resting on the floor up to the selected height.
- ◆ You should divide the room into two virtually equal parts. This equal division should be based on the number and type of objects in the room to be searched and not on the size of the room. An imaginary line is then drawn between two objects in the room; e.g., the edge of the window on the north wall to the floor lamp on the south wall. Refer to search attachment.

### **FIRST ROOM-SEARCHING SWEEP**

Look at the furniture or objects in the room and determine the average height of the majority of items resting on the floor. In an average room this height usually includes table or desktops and chair backs. The first searching height usually covers the items in the room up to hip height.

After the room has been divided and a searching height has been selected, both individuals go to one end of the room division line and start from a back to back position. This is the starting point, and the same point will be used on each successive searching sweep. Each person now starts searching his/her way around the room, working toward the other person, checking all items resting on the floor around the wall area of the room. When the two individuals meet, they will have completed a "wall sweep." They should then work together and check all items in the middle of the room up to the selected hip height, including the floor under the rugs. This first searching sweep should also include those items which may be mounted on or in the walls, such as air conditioning ducts, baseboard heaters, and built-in wall cupboards, if these fixtures are below hip height.

The first searching sweep usually consumes the most time and effort. During all the searching sweeps, use the electronic or medical stethoscope on walls, furniture items, and floors.

### **SECOND ROOM - SWEEPING SWEEP**

The individual in charge again looks at the furniture or objects in the room and determines the height of the second searching sweep. This height is usually from the hip to the chin or top of the head. The two persons return to the starting point and repeat the searching technique at the second selected searching height. This sweep usually covers pictures hanging on the walls, built-in bookcases, and tall table lamps.

### **THIRD ROOM - SEARCHING SWEEP**

When the second searching sweep is completed, the person in charge again determines the next searching height, usually from the chin or the top of the head up to the ceiling. The third sweep is then made. This sweep usually covers high mounted air-conditioning ducts and hanging light fixtures.

### **FOURTH ROOM - SEARCHING SWEEP**

If the room has a false or suspended ceiling, the fourth sweep involves investigation of this area. Check flush or ceiling-mounted light fixtures, air conditioning, or ventilation ducts, sound or speaker systems, electrical wiring, and structural frame members.

Have a sign or marker indicating "search completed" conspicuously posted in the area. Place a piece of colored scotch tape across the door and door jam approximately two feet above floor level if the use of signs is not practical.

The room searching technique can be expanded. The same basic technique can be applied to search any enclosed area. Encourage the use of common sense or logic in searching. If a guest speaker at a convention has been threatened, common sense would indicate searching the speaker's platform and microphones first, but always return to the searching technique. Do not rely on random or spot-checking of only logical target areas. The bomber may not be a logical person.

In conclusion, the following steps should be taken in order to search a room:

- ◆ Divide the area and select a search height
- ◆ Start from the bottom and work up
- ◆ Start back-to-back and work toward each other
- ◆ Go around the walls and proceed toward the center of the room

### **SUSPICIOUS OBJECT LOCATED**

It is imperative that personnel involved in a search be instructed that their only mission is to search for and report suspicious objects. Under no circumstances should anyone move, jar, or touch a suspicious object or anything attached to it. The removal or disarming of a bomb must be left to the professionals in explosive ordinance disposal. When a suspicious object is discovered, the following procedures are recommended:

- ◆ Report the location and an accurate description of the object to the appropriate warden. This information should be relayed immediately to the command center, which will notify the police and fire departments, and rescue squad. These officers should be met and escorted to the scene.
- ◆ If absolutely necessary, place sandbags or mattresses, never metal shields around the suspicious object. Do not attempt to cover the object.
- ◆ Identify the danger area, and block it off with a clear zone of at least 300 feet, including floors below and above the object.
- ◆ Check to see that all doors and windows are open to minimize primary damage from blast and secondary damage from fragmentation.
- ◆ Evacuate the building.

- ◆ Do not permit reentry into the building until the device has been removed/disarmed, and the building is declared safe for re-entry.

### **HANDLING OF THE NEWS MEDIA**

It is of paramount importance that all inquiries from the news media be directed to one individual appointed as spokesperson. All other persons should be instructed not to discuss the situation with outsiders, especially the news media.

The purpose of this provision is to furnish the news media with accurate information and to see that irresponsible statements from uninformed sources do not precipitate additional bomb threat calls.

### **SUMMARY**

This pamphlet serves only as a guide to assist in developing an appropriate plan. The ultimate determination of how to handle a bomb threat must be made by the individual responsible for the threatened facility.

Develop a bomb threat response plan. Draw upon any expertise that is available to you from the police department, government agencies, and security specialists.

Do not leave anything to chance. **BE PREPARED!**

### **BOMB INCIDENT PLAN**

- ◆ Designate a chain of command

- ◆ Establish a command center
- ◆ Decide what primary and alternate communications will be used
- ◆ Establish clearly how and by whom a bomb threat will be evaluated.
- ◆ Decide what procedures will be followed when a bomb threat is received or a device discovered.
- ◆ Determine to what extent the available bomb squad will assist and at what point the squad will respond.
- ◆ Provide an evacuation plan with enough flexibility to avoid a suspected danger area.
- ◆ Designate search teams
- ◆ Designate areas to be searched.
- ◆ Establish techniques to be utilized during a search.
- ◆ Establish a procedure to report and track progress of the search and a method to lead qualified bomb technicians to a suspicious package.
- ◆ Have a contingency plan available if a bomb should go off.
- ◆ Establish a simple-to-follow procedure for the person receiving the bomb threat.
- ◆ Review your physical security plan in conjunction with the development of your bomb incident plan.
- ◆

### **COMMAND CENTER**

- ◆ Designate a primary location and alternate location.
- ◆ Assign personnel and designate decision-making authority.
- ◆ Establish a method for tracking search teams.
- ◆ Maintain a list of likely target areas.
- ◆ Maintain a blueprint of floor diagrams in the command center.
- ◆ Establish primary and secondary methods of communication. **(Caution - the use of two-way radios during a search can cause premature detonation of an electric blasting cap)**
- ◆ Formulate a plan for establishing a command center, if a threat is received after normal working hours.
- ◆ Maintain a roster of all necessary telephone numbers.

## BOMB THREAT CALL CHECKLIST

### IMPORTANT - Activate Recorder and Tracer!

#### CALLER'S VOICE:

| MOOD OF CALLER                |   | RATE OF SPEECH |
|-------------------------------|---|----------------|
| MALE _____ FEMALE _____       | Calm _____  | Slow _____     |
| ESTIMATED AGE _____           | Angry _____   | Normal _____   |
| PROBABLE RACE _____           | Excited _____                                       | Rapid _____    |
| <b>LOUDNESS<br/>OF VOICE:</b> | <b>ATTITUDE<br/>OF CALLER:<br/>CHARACTERISTICS:</b> | <b>VOICE</b>   |
| Soft _____                    | Sincere _____                                       | Accent _____   |
| Normal _____                  | Disguised _____                                     | Lisp _____     |
| Loud _____                    |   | Drunk _____    |
| Familiar YES _____ NO _____   |   | Other _____    |

#### BACKGROUND NOISES:

|                                |                   |
|--------------------------------|-------------------|
| Street sounds _____            | Home sounds _____ |
| Railroad, airport sounds _____ | Bar sounds _____  |
| Other _____                    |                   |

#### QUESTIONS TO ASK:

1. When is bomb going to explode? \_\_\_\_\_
2. Where is the bomb right now? \_\_\_\_\_
3. What does it look like? \_\_\_\_\_
4. What kind of a bomb is it? \_\_\_\_\_
5. What will cause bomb to explode? \_\_\_\_\_
6. Why did you place the bomb? \_\_\_\_\_
7. What is your address? \_\_\_\_\_
8. What is your name? \_\_\_\_\_

#### RECORD OF CALL:

Exact language used: \_\_\_\_\_  
\_\_\_\_\_

CALL RECEIVED BY: \_\_\_\_\_ DATE \_\_\_\_\_ TIME \_\_\_\_\_

REPORT CALL IMMEDIATELY TO \_\_\_\_\_ TEL. NO. \_\_\_\_\_

### EMERGENCY TELEPHONE NUMBERS

|                        |          |
|------------------------|----------|
| Police (Phoenix) ..... | 911      |
| DPS .....              | 223-2212 |
| Maricopa County .....  | 256-1011 |
| Fire Department .....  | 911      |
| FBI .....              | 279-5511 |
| AT & F .....           | 640-2025 |

MAIL ROOM

# **W A R N I N G**

## **LETTER/PARCEL BOMBS**

**OILY STAINS OR DISCOLORATION**

**LOPSIDED OR UNEVEN ENVELOPE**

**FOREIGN MAIL AND SPECIAL DELIVERIES**

**RESTRICTIVE MARKINGS (CONFIDENTIAL, PERSONAL, ETC.)**

**EXCESSIVE POSTAGE**

**EXCESSIVE USE OF WRAPPING MATERIAL**

**EXCESSIVE WEIGHT**

**RIGID CONTENTS IN FLEXIBLE ENVELOPE**

**INCORRECT TITLES**

**TITLES BUT NO NAMES**

**MISSPELLINGS OF COMMON WORDS**

**HANDWRITTEN OR POORLY TYPED ADDRESSES**

**PROTRUDING WIRES OR TINFOIL**

**NO SENDER'S ADDRESS**

**VISUAL DISTRACTIONS**

## **BOMBS IN THE MAIL**

These bombs are designed to maim or kill when opened and the danger from such packages should not be underestimated. If, for any reason, your staff have the slightest suspicion that the letter or package may be an explosive device. It should immediately be isolated in a locked room, away from windows, thin partition walls and preferably placed in a specially designed container. Inform the police and the control center representative. The person handling the package should be readily available for interview by the police when they arrive.

There are a number of indications, which should alert you to the possibility that a letter or package is an explosive device:

- ◆ Grease marks
- ◆ An odor of marzipan or almonds
- ◆ Visible wiring or tin foil especially if the package is damaged
- ◆ The envelope or package may feel heavy for its size
- ◆ Uneven weight distribution, rigid contents in a flexible envelope
- ◆ Excessive wrapping
- ◆ Poor handwriting, spelling, or typing
- ◆ Wrongly addressed or coming from an unexpected source
- ◆ Excess postage for the weight of the package
- ◆ Delivered by hand from an unknown source
- ◆ May be addressed “confidential” or “personal” to a C.E.O., or a chief policy maker within the company
- ◆ Letter-size packages will have a certain amount of rigidity when examined

Where the sender’s address is shown on a letter or package, you may be able to verify its authenticity. Your regular correspondents should be encouraged to adopt this practice

Whenever a suspect parcel or letter has been isolated, inquiries should be made of the addressee and into its origin. It may well be that the addressee is expecting the envelope or package

In the case of large parcels, make sure that the control center representative is aware of its size as he/she may consider evacuating the building

### **MAIL ROOMS**

Your mail room staff must remain vigilant at all times and a poster prominently displayed, containing all the relevant information, is a constant reminder to them.

### **MECHANICAL AIDS**

There is a variety of technical equipment available to assist with the detection of postal bombs, and your local bomb squad detectives will advise you of the various types, together with details of suppliers.

## **SAMPLE BOMB THREAT PLAN**

### **GENERAL**

#### **A. The Call**

Most bomb threats are very brief. The caller normally states his or her message in a few words and hangs up. The phone call will be the only chance to get vital information. It is possible to get more information than just the muttered warning and an attempt MUST be made to find out. Make an excuse to have the caller repeat the message, if possible. Anyone who might get the call must be aware of the phone procedures and every effort must be made to obtain detailed information from the caller such as:

- WHEN** - Ask when it will go off?
- WHERE** - Where is it, where do we look?
- WHAT** - What does it look like?
- WHY** - Why are you doing this - motivation - lead up to WHO are you and WHERE are you?

#### **B. The Written Threat**

If a bomb threat is received in writing, all material must be saved, including any envelope or container. Once the message is recognized as a bomb threat, further unnecessary handling should be avoided.

#### **C. Search**

The most effective search of a building can be made by the occupants of the building. There should be no reluctance in assigning either sex to conduct the search if they are the ones most familiar with the area. Women are as qualified to carry out this function as men.

##### **1. SUSPICIOUS OBJECT LOCATED**

### **DO NOT MOVE - JAR - TOUCH**

The personnel involved in the search have as their mission to search for and report suspicious objects. The removal/disarming of a bomb must be left to the professional.

- a. Report location and accurate description of the object to your Control Center representative.
- b. Identify the danger area and block it off with a clear zone to include the floor on which it is found and the area above and below the object.
- c. If a suspect object is found, the bomb squad will be notified by the police officer at the scene. The police will take complete charge.

**SAMPLE RECOMMENDATION  
FOR SEARCH AREAS LOG**

| AREA | DEPARTMENT                   | P.A. | PHONE # | BEEPER # |
|------|------------------------------|------|---------|----------|
| 1    | Bell Desk & Check Room       | yes  | 33      | no       |
| 2    | Transportation: Garage & DR. | yes  | 64      | no       |
| 3    | Front Desk                   | yes  | 27      | no       |
| 4    | Employees Cafeteria          | no   | 51      | no       |
| 5    | Lounge                       | yes  | 0       | 24       |
| 6    | Little Bar                   | yes  | 530     | no       |
| 7    | Dining Room                  | yes  | 40      | no       |
| 8    | Housekeeping                 | no   | 47      | 41       |
| 9    | Engineering                  | no   | 49      | 13       |
| 10   | Time Office                  | no   | 43      | no       |
| 11   | Purchasing                   | no   | 35      | no       |
| 12   | Accounting                   | no   | 55      | no       |
| 13   | Reservation and PBX          | no   | 32      | no       |
| 14   | Sales & Catering Offices     | no   | 65      | no       |
| 15   | General Managers Office      | no   | 21      | no       |
| 16   | Room Service                 | no   | 45      | no       |
| 17   | Kitchen                      | no   | 41      | no       |
| 18   | Coffee Shop                  | yes  | 46      | no       |
| 19   | Banquets                     | no   | 59      | no       |
| 20   | West Tower                   | yes  |         | no       |
| 21   | Main Lobby-Convention Lobby  | yes  |         | no       |
| 22   | Outside Perimeter            | no   |         | no       |
| 23   | Pool Area                    | yes  |         | no       |
| 24   | Cabana                       | no   |         | no       |
|      |                              |      |         |          |

## BOMB THREAT PROCEDURES

### COMMAND POST BOMB SEARCH CHECK LIST

| AREA NUMBER | WARDEN<br>COMPLETED | TIME<br>RESPONDED | SEARCHED           | TIME  |
|-------------|---------------------|-------------------|--------------------|-------|
| _____       | _____               | _____             | yes _____ no _____ | _____ |
| _____       | _____               | _____             | yes _____ no _____ | _____ |
| _____       | _____               | _____             | yes _____ no _____ | _____ |
| _____       | _____               | _____             | yes _____ no _____ | _____ |
| _____       | _____               | _____             | yes _____ no _____ | _____ |
| _____       | _____               | _____             | yes _____ no _____ | _____ |
| _____       | _____               | _____             | yes _____ no _____ | _____ |
| _____       | _____               | _____             | yes _____ no _____ | _____ |
| _____       | _____               | _____             | yes _____ no _____ | _____ |
| _____       | _____               | _____             | yes _____ no _____ | _____ |
| _____       | _____               | _____             | yes _____ no _____ | _____ |
| _____       | _____               | _____             | yes _____ no _____ | _____ |
| _____       | _____               | _____             | yes _____ no _____ | _____ |
| _____       | _____               | _____             | yes _____ no _____ | _____ |
| _____       | _____               | _____             | yes _____ no _____ | _____ |
| _____       | _____               | _____             | yes _____ no _____ | _____ |
| _____       | _____               | _____             | yes _____ no _____ | _____ |
| _____       | _____               | _____             | yes _____ no _____ | _____ |
| _____       | _____               | _____             | yes _____ no _____ | _____ |
| _____       | _____               | _____             | yes _____ no _____ | _____ |
| _____       | _____               | _____             | yes _____ no _____ | _____ |

Bomb Search Coordinator: \_\_\_\_\_

Search Completed at: Date \_\_\_\_\_ Time \_\_\_\_\_

## AREA WARDENS BOMB SEARCH CHECK LIST

**WARDEN:** \_\_\_\_\_

|                         |     |  |    |  |
|-------------------------|-----|--|----|--|
| Desk Top                | yes |  | no |  |
| Counter Behind Desk     | yes |  | no |  |
| Drawers                 | yes |  | no |  |
| Shelves                 | yes |  | no |  |
| Between Counter and     | yes |  | no |  |
| Railing                 | yes |  | no |  |
| Trash Containers        | yes |  | no |  |
| Under Desk              | yes |  | no |  |
| Floor                   | yes |  | no |  |
| Brochure Rack           | yes |  | no |  |
| Mail Slot               | yes |  | no |  |
| <b>BELLMAN'S ROOM</b>   | yes |  | no |  |
| Cabinets - Top - Inside | yes |  | no |  |
| Clothes Racks           | yes |  | no |  |
| Tables                  | yes |  | no |  |
| Shelves                 | yes |  | no |  |
| Trash Containers        | yes |  | no |  |
| Top of Lockers          | yes |  | no |  |
| Open Lockers            | yes |  | no |  |
| Luggage on Floor        | yes |  | no |  |

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Time: \_\_\_\_\_



## AREA WARDENS BOMB SEARCH CHECK LIST

**WARDEN:** \_\_\_\_\_

|                                |            |  |           |  |
|--------------------------------|------------|--|-----------|--|
| <b>FRONT COUNTER AREA</b>      | <b>yes</b> |  | <b>no</b> |  |
| Counter Top                    | <b>yes</b> |  | <b>no</b> |  |
| Under Counter                  | <b>yes</b> |  | <b>no</b> |  |
| Counter Drawers                | <b>yes</b> |  | <b>no</b> |  |
| Waste Baskets                  | <b>yes</b> |  | <b>no</b> |  |
| <b>HALLWAY TO RESERVATIONS</b> | <b>yes</b> |  | <b>no</b> |  |
| Extra Key Cabinet              | <b>yes</b> |  | <b>no</b> |  |
| Room Key slots                 | <b>yes</b> |  | <b>no</b> |  |
| Floor                          | <b>yes</b> |  | <b>no</b> |  |
| <b>SUPPLY ROOM</b>             | <b>yes</b> |  | <b>no</b> |  |
| Fire Hose Cabinet              | <b>yes</b> |  | <b>no</b> |  |
| Trash Containers               | <b>yes</b> |  | <b>no</b> |  |
| Shelves                        | <b>yes</b> |  | <b>no</b> |  |
| Filing Cabinets                | <b>yes</b> |  | <b>no</b> |  |
| Floor                          | <b>yes</b> |  | <b>no</b> |  |
| Boxes                          | <b>yes</b> |  | <b>no</b> |  |
|                                | <b>yes</b> |  | <b>no</b> |  |
|                                | <b>yes</b> |  | <b>no</b> |  |
|                                | <b>yes</b> |  | <b>no</b> |  |
|                                | <b>yes</b> |  | <b>no</b> |  |

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Time:\_\_\_\_\_

Check list turned in to: \_\_\_\_\_, SECURITY COMMAND POST

**BOMB THREAT PROCEDURES SAMPLE**

**AREA WARDENS BOMB SEARCH CHECK LIST**

**AREA NUMBER:** \_\_\_\_\_

**WARDEN:** \_\_\_\_\_

**AREA**

|  |     |  |    |  |
|--|-----|--|----|--|
|  | yes |  | no |  |
|  | yes |  | no |  |
|  | yes |  | no |  |
|  | yes |  | no |  |
|  | yes |  | no |  |
|  | yes |  | no |  |
|  | yes |  | no |  |
|  | yes |  | no |  |
|  | yes |  | no |  |
|  | yes |  | no |  |
|  | yes |  | no |  |
|  | yes |  | no |  |
|  | yes |  | no |  |
|  | yes |  | no |  |
|  | yes |  | no |  |
|  | yes |  | no |  |
|  | yes |  | no |  |
|  | yes |  | no |  |
|  | yes |  | no |  |
|  | yes |  | no |  |
|  | yes |  | no |  |

If this bomb threat is in your area, give possible suspect and possible motives:

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Date: \_\_\_\_\_

Time: \_\_\_\_\_